



# Technical Service Bulletin

---

## 60 Rattle noise near central roof area

60 19 31 2054270/3 June 12, 2019. Supersedes Technical Service Bulletin Group 60 number 19-29 dated May 17, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Claim Types) Revised <i>Required Parts and Tools</i> (Updated Quantity)
2	05/17/2019	Revised <i>Service</i> (Updated Part Number) Revised <i>Required Parts and Tools</i> (Added Part Number)
1	03/19/2019	Initial publication

### Customer states:

- There is a rattling noise that sounds like it is coming from the central roof area or from the back of the sunroof assembly. This occurs mainly on rough roads.

## Technical Background

The noise is caused due to a gap in the spacing between the sunroof frame and roller shade.

## Production Solution

The gap has been removed in production.



# Technical Service Bulletin

---

## Service



### Note:

This repair is to be completed on both the left and right side of the assembly.

1. Remove the glass sunroof panel using the repair manual instructions.
2. Close the roller shade by about 20cm (Figure 1).



*Figure 1. Closing the roller shade.*



# Technical Service Bulletin

---

3. Loosen the roller shade from the drive cable and push the material back until the bolts are exposed, then remove the bolts completely (Figure 2 and 3).



*Figure 2. Loosening the roller shade.*



*Figure 3. Remove the bolts.*



# Technical Service Bulletin

---

4. Remove the roller shade by sliding it backward and clean the mounting points as shown in Figure 4 and 5. Use the cleaning solution D 009 401 04.



*Figure 4. Slide roller shade backward.*



# Technical Service Bulletin

---



*Figure 5. Removing the roller shade.*



# Technical Service Bulletin

---

5. Push down on the roller shade pan and starting from the bottom of the guide rail, apply the 1mm thick felt tape and fold them forward and over to the top of the guide rail (Figure 6 and 7).



*Figure 6. Applying felt tape.*



# Technical Service Bulletin

---



**Figure 7.** Apply felt tape on points shown.

6. Reinstall the bolts to the roller shade and apply thread locker and torque to 3Nm.



# Technical Service Bulletin

7. On the front of the sunroof guide rail, loosen that bolt by 3mm. Lift the guide rail, closing the gap between the rail and the plastic head section. Apply lube paste G 060 567 A2 between the two panels and also under the head of the bolt on the guide rail. Be careful not to get the lube paste on the threads of the bolt. Reinstall the bolt and tighten to 5Nm. (Figure 8).



**Figure 8.** Loosen the bolt and apply lube paste between these panels and under the bolt head. Reinstall the bolt and torque to 5Nm.

8. Reinstall the roller shade per the repair manual instructions. Pull the roller shade material and secure the drive cable to the assembly. Install the glass panel and align the glass per the repair manual instructions.

## Warranty

Claim Type:	<b>Lubricant &amp; cleaning solution only:</b>
	<ul style="list-style-type: none"><li>• 110 up to 6 Months/6,000 Miles.</li><li>• 1EB over 6 Months/6,000 Miles up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li><li>• Mark labor as causal.</li></ul>
	<b>Fasteners, bolts, nuts or screws AND lubricant &amp; cleaning solution:</b>
	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li></ul>





# Technical Service Bulletin

	<ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> <li>Mark fastener, bolt, nut or screw as causal.</li> </ul>		
<b>Service Number:</b>	6028		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Glass tilting roof panel remove + reinstall	6039 1900	See SRT
	Sun shade removal + reinstall	6070 1950	See SRT
	Apply felt tape and lube paste	6028 9999	20 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2054270/3		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
G 060567A2	Lubricant	.01
000979950	Felt Adhesive Tape	Shop Supply
D 00940104	Cleaning Solution	.01

## Additional Information



# Technical Service Bulletin

---

All parts and service references provided in this TSB (2054270) are subject to change and/or removal.

©2019 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.